

BOARDING POLICY

ORCHARD HILLS ANIMAL HOSPITAL

The Basics:

- Boarding charges run from midnight to midnight. This period is broken up into half days, with the cutoff being noon. Boarders picked up after 12:00PM (noon) will be charged a full day of boarding for that day.
- All clients are required to read and sign the boarding admitting form.
- Animals will be admitted and discharged ONLY during regular office hours. We prefer an owner show up for drop off or pick up no later than ½ hour before closing so we have time to properly admit or discharge the boarder.
- An emergency telephone number should be left with the hospital.
- We furnish all normal food and bedding. If the patient is on a specific diet, the owner should bring this with the patient.
- We prefer clients NOT leave toys or pet bedding. We cannot be responsible for any item left with the pet. All collars are to be removed and returned to the owner at the time of admission.
- If the owner requests, we are glad to house pets from the same family together (unless prohibited by the size of the pets). The owner should be aware injuries can occur from either playing or a “family squabble”. While we monitor constantly for these type of issues, some occurrences are beyond our control.
- With the owner’s consent, all dogs are placed in our sizable outdoor runs so they have a chance to get outside and stretch their legs. Water is always available in each outdoor run. Patients are left outside unless weather (heat, cold, rain, etc.) or the physical condition of the patient prohibits it.
- Unless the owner provides the food for their pet, the pet’s diet will have varied while in the boarding facility. The pet may have barked at other animals. The temperature and humidity may vary slightly from the owner’s home. These differences can create problems such as sore throats, tonsillitis, or diarrhea. We seek to prevent such problems, but ask the owner to understand these problems may develop. Owners will be charged appropriate fees for all treatment and medication needed for reasons that are not directly under our control.
- Each boarding pet will receive a waterless cleansing shampoo near the time of their discharge from the hospital.
- We encourage any owner with an aggressive pet to find an alternative to boarding these pets at a boarding facility. This might include leaving the pet at home or taking it with them. We understand it is sometimes necessary to board an aggressive pet for the safety and well being of that pet. In these cases, pets will not be offered routine time in the outside runs or leash walks and any and all management of that pet will be made at the discretion of Orchard Hills Animal Hospital doctors and staff. A pet will be classified as an “Aggressive Pet” if they are deemed “aggressive at the time of boarding admission or anytime thereafter while boarding in our facility and that aggression puts our staff at risk”. The boarding fee for an aggressive pet is double that of our normal boarding fee.

Vaccines and Parasite Control:

- All dogs must have current immunizations against Rabies, Distemper, Adenovirus, Parvovirus and Kennel Cough (Bordetella Complex). The kennel cough vaccine is best administered 1 week or more before the pet boards with us. Hospital patients must have a current annual exam to board. We are glad to do this at the time of drop off for boarding.



- All cats must have current immunizations against Rabies, Feline Herpes Virus, Calici and Distemper (Panleukopenia). Vaccination against feline leukemia is recommended but not required. Hospital patients must have a current annual exam to board. We are glad to do this at the time of drop off for boarding.
- All animals must have had a fecal examination for internal parasites or a broad spectrum deworming within the last 12 months. We are glad to do this at the time of admission to boarding.
- We recommend all dogs have heartworm blood test within the past 24 months and that they be on heartworm preventative medication.
- All animals must be free of external parasites (fleas and ticks) when admitted for boarding or must be treated upon admission. Those patients found to have these parasites will be treated with Capstar and Frontline (dogs) and Capstar and Revolution (cats) at the owner's expense.

Medical Care:

- All pets receive a "Good Health Exam" by a trained technician when presented for admission and when discharged from boarding. Any problems or concerns identified by the technician will be noted on the patient's boarding form and the doctor on duty will be alerted.
- Any animal that requires emergency or immediate veterinary attention will receive it at the hospital's discretion and at the owner's expense.
- Regarding any and all medical issues requiring some form of treatment, every effort will be made to contact the pet's owner to alert them of the pet's condition, to provide guidance and to seek owner feedback.
- We treat every pet in our boarding facility the same as we would our own pet. Owners are charged appropriate fees for any treatment and medication needed for reasons that are not directly under our control. We do not charge for the doctor's exam in this situation, only diagnostics and treatments.

Medication Administration:

- Animals requiring medication will be charged appropriate fees. See the "Authorization for Boarding" form for updated pricing.
- Heartworm preventative medication should be administered for the month before or after the time of boarding. There is no danger in giving this medication early.
- Additional fees are assessed for patients receiving insulin or other injections. Additional fees covering only the hospital cost, are also assessed if the owner does not supply needles and syringes, meaning hospital supply is used.

Discounts:

- Pets staying more than 7 days will receive 10% off each day after the 7th day.
- If 2 pets stay in 1 kennel, the owner will receive \$5 off per day for the second pet. (\$5 off for a third pet as well).
 - If OHAH staff determines the pets cannot stay together because they are not getting along, cannot be fed together, etc. then the discount will not apply for those days in which these conditions exist.

Grooming:

- In addition to routine daily examinations by hospital staff, long-haired dogs should be combed out daily with an emphasis on their underside.

